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PATENT  
Attorney Docket No. 026595-004800US

TOWNSEND and TOWNSEND and CREW LLP

By: /Bonnie Rickles/  
Bonnie Rickles

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Robert Staggs

Application No.: 10/783,715

Filed: February 19, 2004

For: METHODS AND SYSTEMS FOR  
PROVIDING PERSONALIZED  
FREQUENTLY ASKED QUESTIONS

Confirmation No.: 5593

Examiner: Belix M. Ortiz

Art Unit: 2164

RESPONSE TO NOTIFICATION OF  
NON-COMPLAINT APPEAL BRIEF (37  
CFR §41.37)

Mail Stop Appeal Brief  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Commissioner:

Pursuant to the Notification of Non-Complaint Appeal Brief dated September 1,  
2009, Appellant submits the following Response.

### **3. STATUS OF CLAIMS**

Claims 1-11, 18-24, 26-30 are currently pending.

Claims 12-17, 25 have been canceled.

All pending claims stand rejected pursuant to an Office Action dated April 13, 2009. The rejections of the claims are believed to be improper and are the subject of this appeal.

Respectfully submitted,

/Stephen F. Jewett/  
Stephen F. Jewett  
Reg. No. 27,565

TOWNSEND and TOWNSEND and CREW LLP  
Two Embarcadero Center, Eighth Floor  
San Francisco, California 94111-3834  
Tel: 303-571-4000  
Fax: 303-571-4321

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